



# SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY

## COURTOOLS PERFORMANCE

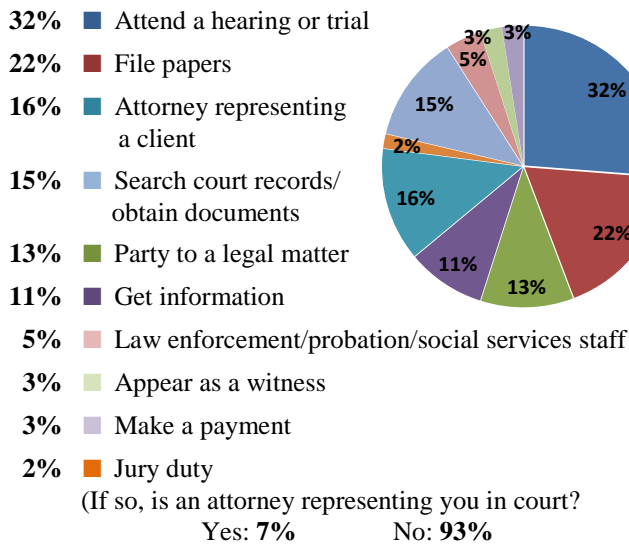
### SURVEY RESULTS JANUARY 2013

Site	Number Responding	Number NOT Responding	Total Number Contacted	Response Rate
4 <sup>th</sup> Ave Jail	11	-	11	100%
Central Court Building	86	331	418	21%
East Court Building	24	129	153	16%
South Court Tower	96	300	396	24%
Old Court House	29	62	91	32%
Northeast Region Court	20	79	99	20%
Northwest Region Court	72	55	127	57%
Durango Juvenile	112	109	221	51%
Southeast Juvenile Court	87	120	207	42%
Southeast Regional Court	83	147	230	36%
GRAND TOTAL	620	1,332	1,941	32%

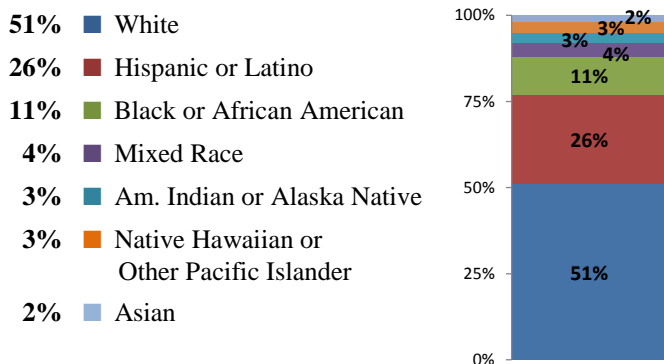
Statement (N=620)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Mean Score	Not Applicable
<b>Section 1: How I was able to use the Court:</b>							
Finding the courthouse was easy.	1%	4%	3%	33%	59%	4.4	2%
The forms I needed were clear and easy to understand.	2%	5%	8%	36%	49%	4.2	21%
I felt safe in the courthouse.	1%	1%	3%	29%	66%	4.5	1%
The court makes reasonable efforts to remove physical and language barriers to service.	1%	1%	11%	35%	52%	4.3	11%
I was able to get my court business done in a reasonable amount of time.	7%	7%	8%	30%	48%	4.0	4%
Court staff paid attention to my needs.	3%	3%	7%	33%	54%	4.3	6%
I was treated with courtesy and respect.	1%	3%	3%	32%	61%	4.4	2%
I easily found the courtroom or office I needed.	2%	2%	6%	31%	59%	4.4	3%
The court's Web site was useful.	3%	4%	22%	30%	41%	4.0	29%
The court's hours of operation made it easy for me to do my business.	2%	3%	11%	36%	48%	4.2	7%
<b>Section 2: Please complete these questions only if you appeared before a judge or commissioner today.</b>							
The way my case was handled was fair.	4%	4%	11%	33%	48%	4.1	41%
The judge listened to my side of the story before he or she made a decision.	4%	5%	11%	30%	50%	4.1	46%
The judge had the information necessary to make a good decision about my case.	3%	6%	9%	31%	51%	4.2	44%
I was treated the same as everyone else.	4%	2%	9%	32%	53%	4.2	41%
As I leave the court, I know what to do next about my case.	4%	2%	9%	32%	53%	4.2	42%

**Mean Score:** Measured using "1" as strongly disagree and "5" as strongly agree. It excludes "Not Applicable" response.

What did you do at the court today? Check all that apply.  
(n=532)



How do you identify yourself?



What is your gender?

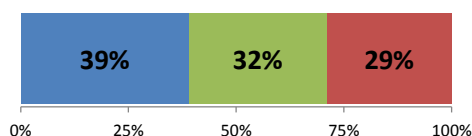
58% Female  
42% Male

What is your primary language?

91% English  
8% Spanish  
1% Other

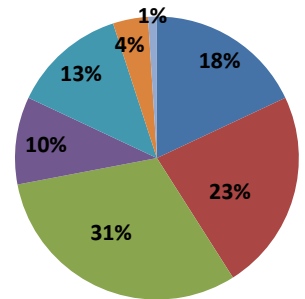
What is your highest level of education?

39% College or trade school or attended college or trade school  
32% Post graduate degree or some post graduate work  
29% High school graduate or some high school



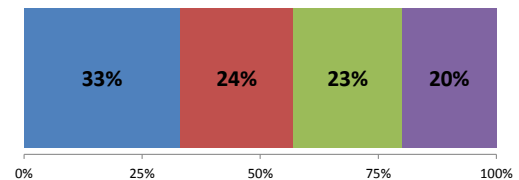
What type of case brought you to the courthouse today?

31% Divorce, child custody or support  
23% Juvenile matter  
18% Criminal  
13% Other  
10% Civil matter  
4% Probate  
1% Traffic



How often are you typically in this courthouse?

33% Regularly  
24% First time in this courthouse  
23% Several times a year  
20% Once a year or less



What is your age?

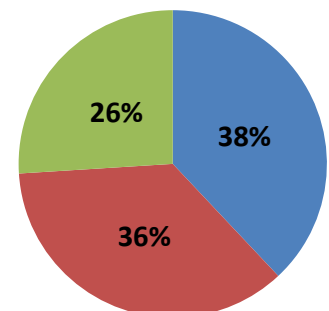
76% 26 – 60 years old  
14% 25 years or less  
10% 61 or more

If you have a disability, please check all that apply (n=77)

43% Physical Handicap or Disability  
49% Other  
8% Hard of hearing or hearing impairment

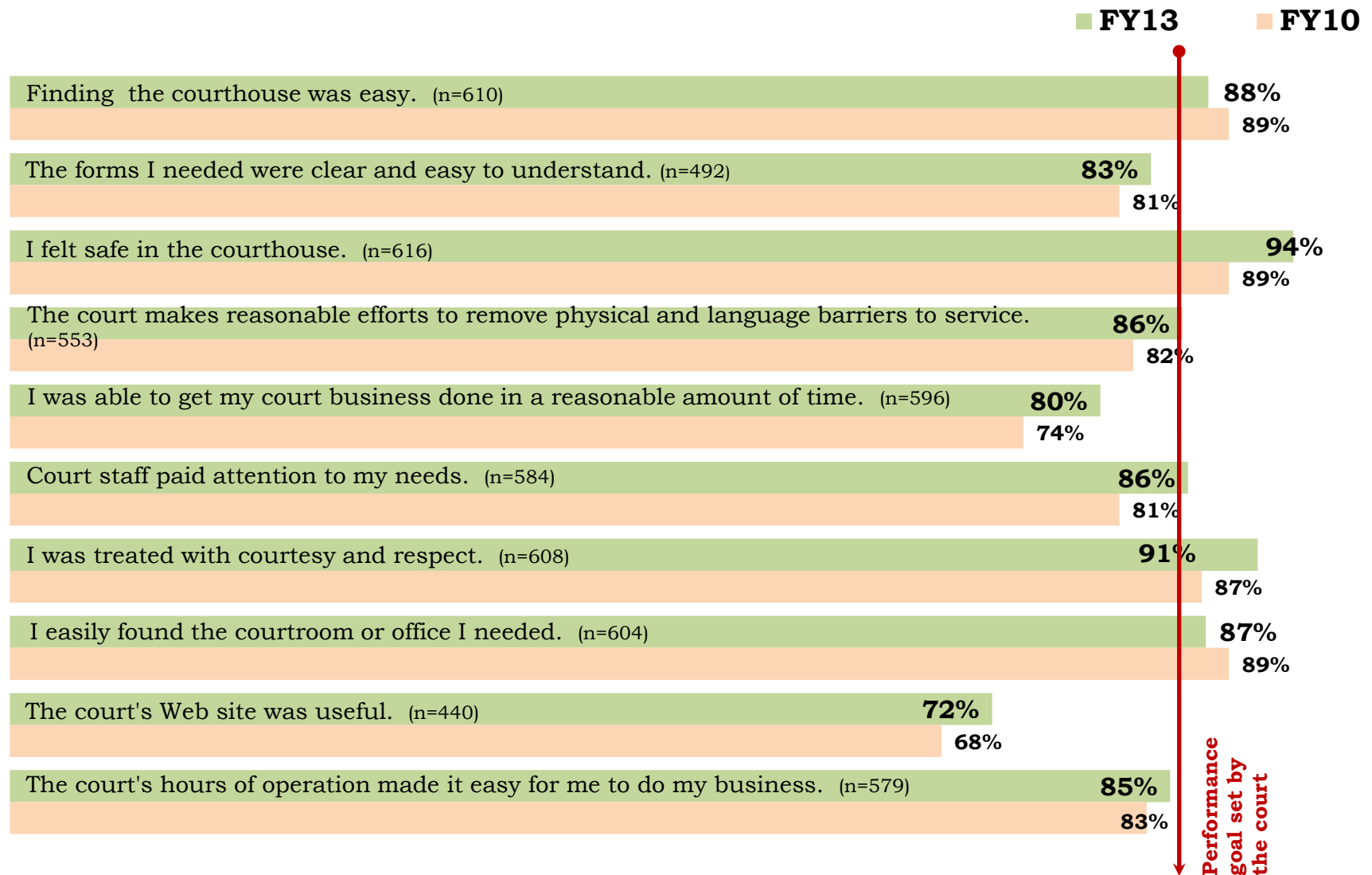
What is your approximate annual income?

38% \$20,000 to \$50,000  
36% More than \$50,000  
26% Less than \$20,000



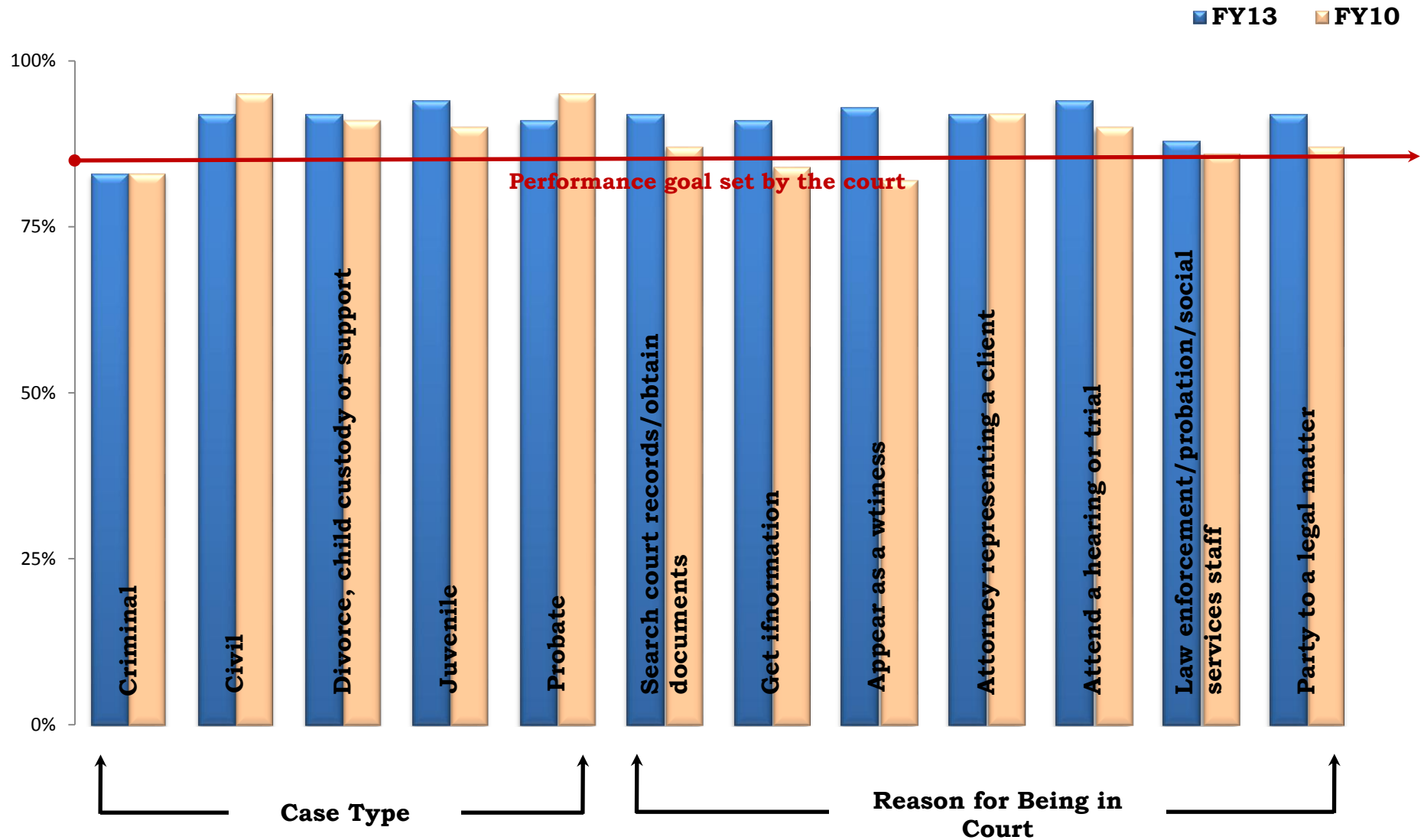
# CourTools Performance Measure #1 – Access to the Court

## Survey Results January 2013

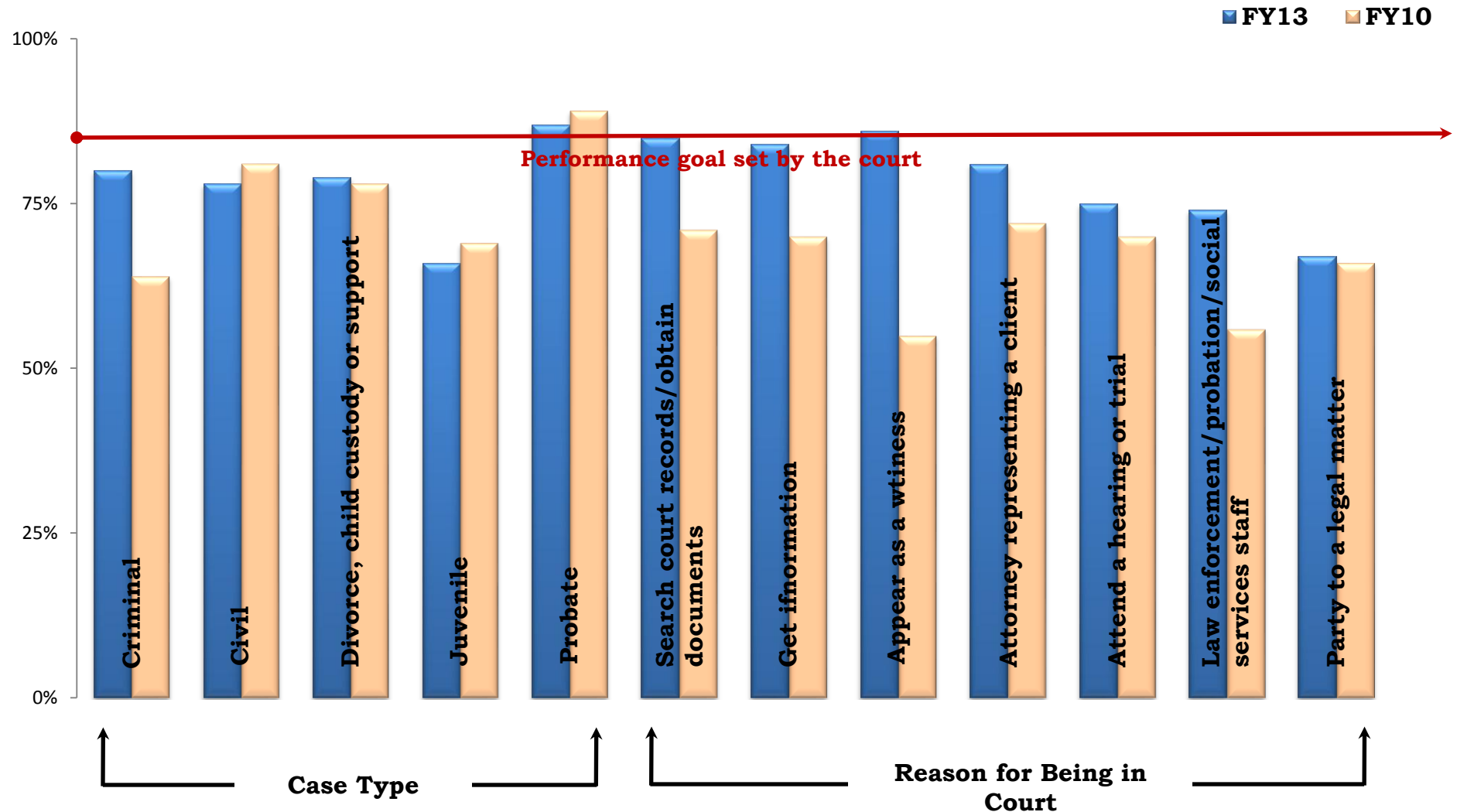


Percentage of strongly agree/agree responses.

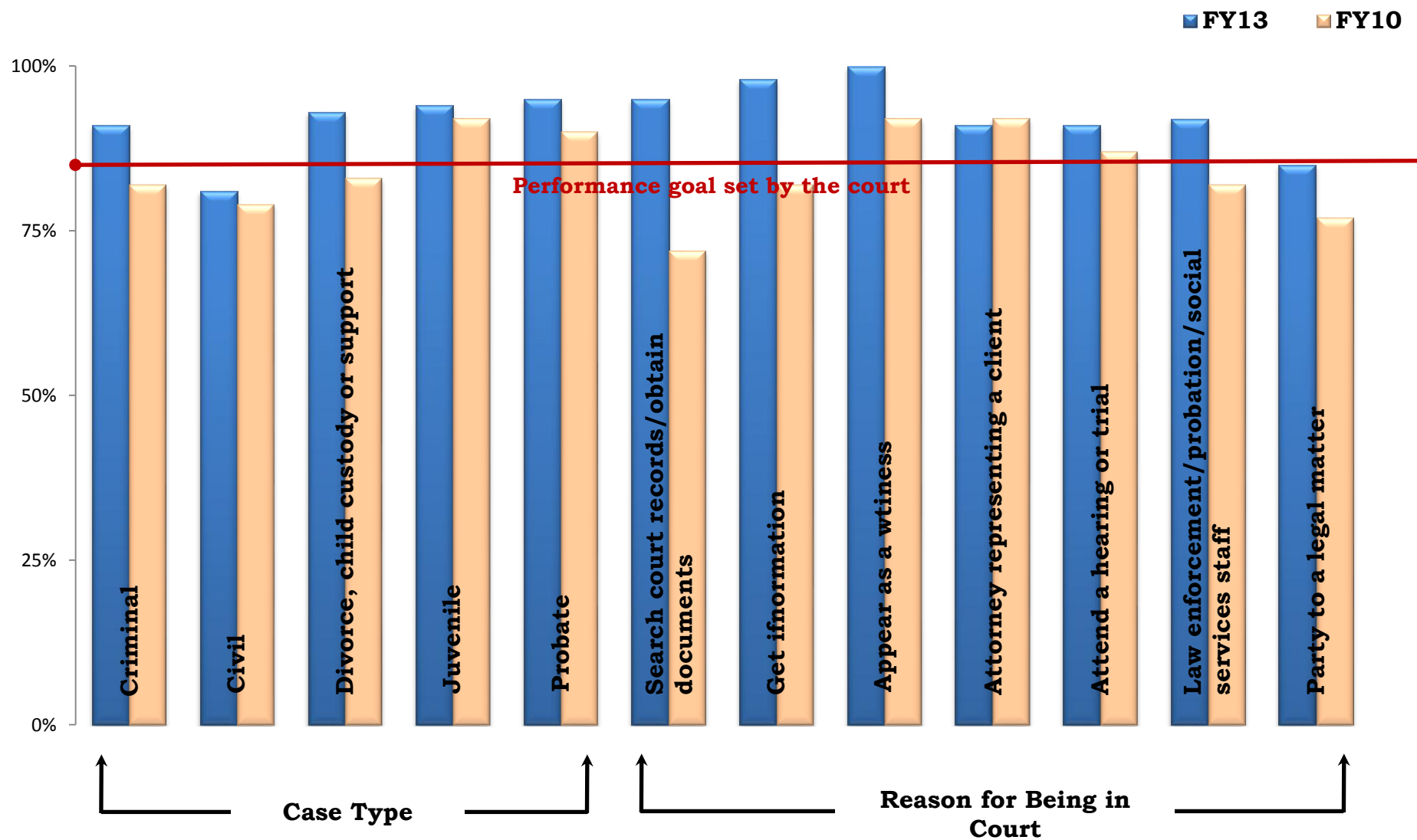
## Percentage of those who strongly agree/agree that finding the courthouse was easy.



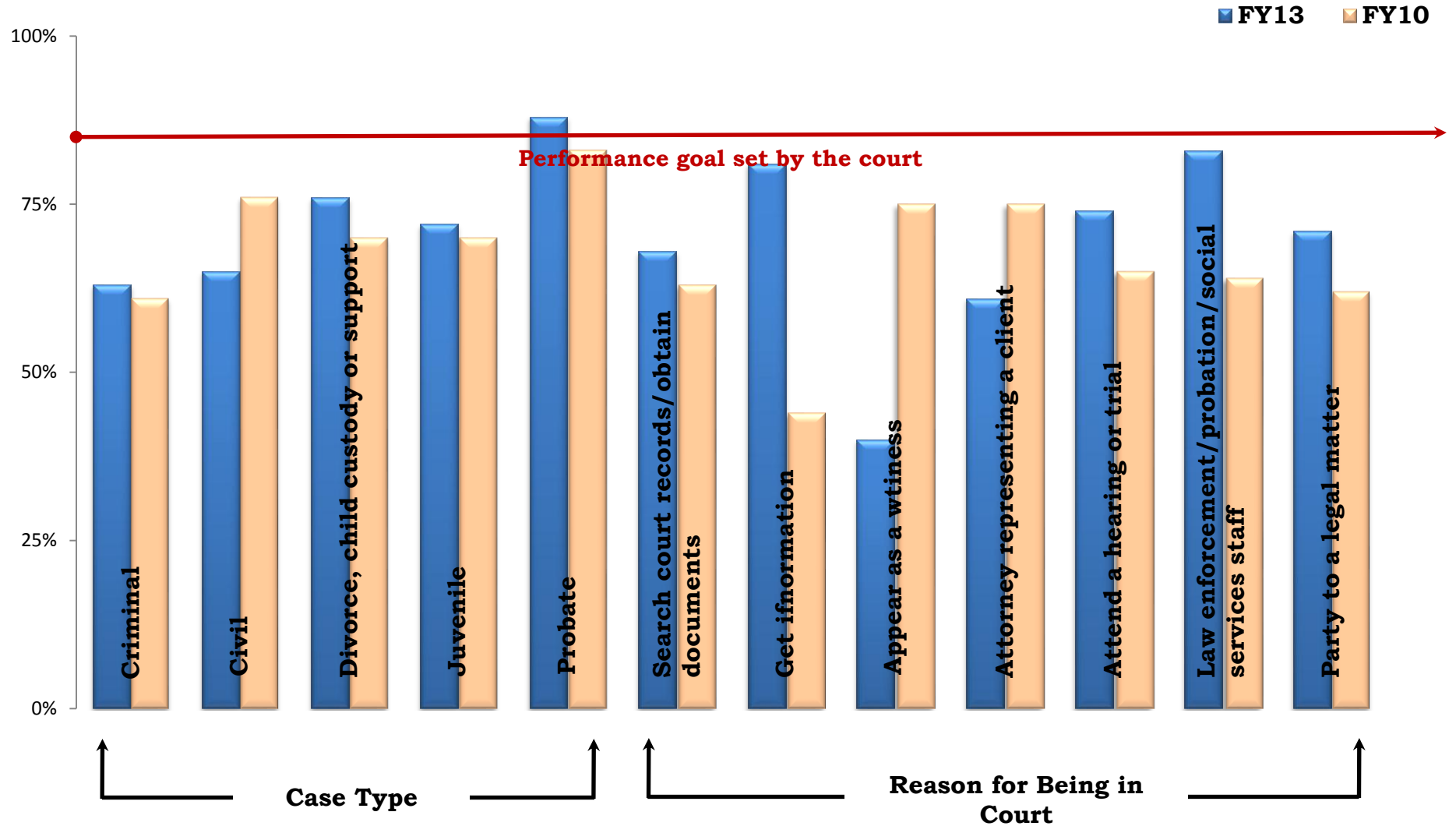
# Percentage of those who strongly agree/agree that they were able to get court business done in a reasonable amount of time.



## Percentage of those who strongly agree/agree that they were treated with courtesy and respect.



## Percentage of those who strongly agree/agree that the court's Web site was useful.





## Percentage of strongly agree/agree with each Access question by Location

Statement	4 <sup>th</sup> Ave Jail (n=11)	Central Court Building (n=86)	East Court Building (n=24)	South Court Tower (n=96)	Old Court House (n=29)	Northeast Regional Court (n=20)	Northwest Regional Court (n=72)	Durango Juvenile (n=112)	Southeast Facility Juvenile (n=87)	Southeast Facility (n=83)
Finding the courthouse was easy.	54%	93%	87%	83%	93%	90%	91%	95%	93%	96%
The forms I needed were clear and easy to understand.	70%	85%	73%	84%	94%	80%	87%	88%	93%	79%
I felt safe in the courthouse.	90%	96%	91%	97%	93%	95%	94%	92%	93%	96%
The court makes reasonable efforts to remove physical and language barriers to service.	80%	84%	87%	86%	88%	92%	81%	91%	91%	84%
I was able to get my court business done in a reasonable amount of time.	77%	81%	79%	83%	85%	95%	86%	72%	58%	80%
Court staff paid attention to my needs.	80%	85%	82%	84%	84%	95%	88%	91%	88%	83%
I was treated with courtesy and respect.	81%	91%	91%	89%	92%	90%	94%	97%	95%	91%
I easily found the courtroom or office I needed.	81%	86%	77%	78%	96%	80%	90%	99%	94%	92%
The court's Web site was useful.	71%	71%	60%	61%	70%	85%	78%	72%	80%	69%
The court's hours of operation made it easy for me to do my business.	90%	81%	79%	83%	76%	100%	84%	90%	86%	78%

## Percentage of strongly agree/agree by Case Type

Statement	Criminal (n=96)	Civil (n=54)	Family (n=163)	Juvenile (n=123)	Probate (n=24)	Small Claims (n=1)	Traffic (n=4)	Other (n=70)
Finding the courthouse was easy.	83%	92%	92%	94%	91%	100%	100%	95%
The forms I needed were clear and easy to understand.	81%	76%	86%	88%	91%	100%	100%	87%
I felt safe in the courthouse.	93%	92%	97%	91%	83%	100%	75%	97%
The court makes reasonable efforts to remove physical and language barriers to service.	83%	78%	85%	90%	85%	100%	100%	91%
I was able to get my court business done in a reasonable amount of time.	80%	78%	79%	66%	87%	100%	100%	79%
Court staff paid attention to my needs.	82%	75%	90%	86%	100%	100%	100%	83%
I was treated with courtesy and respect.	91%	81%	93%	94%	95%	100%	75%	97%
I easily found the courtroom or office I needed.	81%	88%	87%	96%	100%	100%	100%	91%
The court's Web site was useful.	63%	65%	76%	72%	88%	100%	50%	74%
The court's hours of operation made it easy for me to do my business.	81%	75%	86%	87%	87%	100%	66%	87%

## Percentage of they strongly agree/agree by Reason for Being in Court.

Statement	Search court records/ obtain documents (n=80)	File Papers (n=115)	Make a Payment (n=16)	Get information (n=59)	Appear as a Witness (n=16)	Attorney representing a client (n=86)	Jury duty (n=10)	Attending a hearing or trial (n=171)	Law enforcement /probation/ social services staff (n=27)	Party to legal matter (n=71)
Finding the courthouse was easy.	92%	90%	81%	91%	93%	92%	100%	94%	88%	92%
The forms I needed were clear and easy to understand.	81%	85%	75%	87%	72%	80%	83%	90%	83%	88%
I felt safe in the courthouse.	96%	93%	100%	98%	100%	94%	100%	92%	92%	95%
The court makes reasonable efforts to remove physical and language barriers to service.	87%	84%	92%	88%	93%	84%	87%	86%	94%	87%
I was able to get my court business done in a reasonable amount of time.	85%	78%	81%	84%	86%	81%	100%	75%	74%	67%
Court staff paid attention to my needs.	90%	83%	81%	89%	100%	84%	88%	86%	83%	85%
I was treated with courtesy and respect.	95%	93%	93%	98%	100%	91%	100%	91%	92%	85%
I easily found the courtroom or office I needed.	91%	88%	68%	87%	100%	90%	100%	89%	92%	92%
The court's Web site was useful.	68%	77%	100%	81%	40%	61%	80%	74%	83%	71%
The court's hours of operation made it easy for me to do my business.	89%	86%	93%	87%	80%	88%	88%	83%	78%	83%